

# Accessing the Online Course Portal and completing online courses

Please read important information about CCHPBC's online courses:

## How to access your Online Course Portal/Brightspace account and start the course

- If you are ready to begin the course, go directly to the [Online Course Portal](#) (also known as Brightspace).
- Your username for the Online Course Portal is your RMT number in the format "RMT-00XXXX" or "RMT-0XXXXX", where "RMT" is in upper case, "0" is a numerical zero, and "XXXX" or "XXXXX" will be your four-digit or five-digit CCHPBC registration number.
- If you do not remember your password, you can reset it by clicking on the "Forgot your password?" link on the login page.

## How to navigate inside the Online Course Portal

- Find the "My Courses" section.
- Select a course thumbnail.
- Read the instructions carefully and follow the steps for successful completion of the course.

## Tips for successfully completing the course

- Read everything.
- Check your junk/spam folder for emails from learning@cchpbc.ca. If you're expecting a course-related email and don't see it in your inbox, it may be in your junk/spam folder. Change your settings so your devices recognize this address is not spam.
- Select all interactive elements in the course modules. There is **curriculum embedded within each interactive element**. Often, one click reveals material that leads to "learn more" elements.
- "Back" and "Forward" arrows are located at the top and bottom of each webpage inside the course.
- Review the "Learning Objectives" at the beginning of each module. The end-of-module quiz addresses the learning objectives to ensure you've met them.
- Take your time.
- Reflect on how the content relates to your practice.

- Are you meeting the requirements addressed in the course curriculum in your RMT practice? Engage in the interactive elements to reflect on your practice and your decision-making processes.
- Complete the course over multiple sittings, not one or two condensed sittings. You're responsible for absorbing the material; it's not a hoop to jump through but an opportunity to reflect on patient care.

## **What device and browser should I use to complete the course?**

- Information below about the recommended devices and browser for online course completion reflects what CCHPBC has learned from RMTs' experiences with College-authored online courses. The learning management system used by CCHPBC, Brightspace, is available on electronic devices with web access; however, there are optimal ways to complete the courses. The following advice is not designed to limit your options but to optimize the learning experience and enable you to get the most out of your investment in the College's online courses.
- Delivering curriculum online is a choice made by the College's Quality Assurance Committee and Board of Directors to meet RMTs' learning needs, and to ensure RMTs understand the practice standards and other regulatory requirements. Thank you for following these recommendations to have the best possible learning environment. Select the bold text in each box below to read further information.

### **Recommended devices: Desktop or laptop computers**

Although the course is accessible on all electronic devices with browsers, the curriculum includes **many images and interactive elements that need a laptop or desktop computer to function properly** and are not visible on smartphones (and some tablets). The curriculum can be viewed and completed on most devices, but additional learning tools – the full learning experience supported by images and interactive elements – are only available on desktop and laptop computers.

### **Smartphones**

- Smartphones are not advised for course completion.
- Not all of the curriculum content (images and interactive elements) will upload on mobile devices. The curriculum appears static and text-based on a smartphone. Please use a desktop or laptop computer.

### **Tablets**

- For tablet-only users: current tablets with the latest operating system support the Brightspace learning system, but this choice is not optimal.
- Desktop or laptop computers are significantly better and provide an enriched learning environment.
- Do not plan to complete the final exam on a tablet. Although it's possible to do so, some prompts and information are missing/not visible on a tablet.

**RMTs who do not have a desktop or laptop computer** should arrange to complete the course on a computer in a public facility, a shared workspace, or elsewhere in their community.

## **Recommended browser: Google Chrome**

- We recommend you use the most up-to-date version of Google Chrome to access the Online Course Portal.
- Some webpages may not upload properly if the browser is out of date.
- In the College's experience with previous online courses, RMTs who had technical difficulties said the problems ended when they switched to the updated version of Chrome.

## **Apple/Mac users**

If you have Safari as your default browser, it is recommended that you download and use Google Chrome for trouble-free access to complete the online course.

## **Operating system: Update your OS before viewing the course**

Please ensure the operating system (OS) of your device is updated. If you are having trouble upgrading to the latest version, it may be that your device is relatively old and can't be updated to the latest version of the OS. In that case, your browser will likely also be out of date. For that reason, you will not be able to update your browser. Please switch to a different device to avoid any technical errors.

## **Accommodations for RMTs with a disability**

The Online Course Portal (Brightspace) has built-in accommodations for learners with disabilities. The end-of-module quizzes and the final exam for the course have a time limit in which learners must complete the tasks.

RMTs with disabilities who require additional time are asked to contact [info@cchpbc.ca](mailto:info@cchpbc.ca) to ask for accommodations. CCHPBC will accommodate learners with verifiable documentation of any disability recognized under BC's [Human Rights Code](#).

Please note that CCHPBC does not provide a paper version of the online course; the course must be completed online.

## **2024 mandatory College-authored online course for all Practising RMTs: Indigenous Cultural Safety, Humility, & Anti-Racism course**

Each year, all Practising RMTs are required to complete a College-authored online course as a requirement for registration renewal. The required College-authored online course will change from year to year based on needs identified by CCHPBC across the profession, including the introduction of a new Standard of Practice.

To support implementation of the **Indigenous Cultural Safety, Humility, and Anti-Racism (ICSHAR) Standard of Practice**, the College-authored online course for 2024 will be on Indigenous cultural safety, humility, and anti-racism.

The learning objectives for this course are:

1. Understand the impact of colonialism and Canada's assimilation policies on the lives of Indigenous Peoples and why it is important to address Indigenous-specific racism.
2. Understand and implement CCHPBC's Indigenous Cultural Safety, Humility, and Anti-Racism (ICSHAR) Standard of Practice in your practice.
3. Understand the concepts of culturally safe, self-reflective, and trauma-informed practice to provide safe, equitable, and effective healthcare to Indigenous patients.

RMTs who hold Practising status as of January 1, 2024 or have reinstated their registration with the College on or before March 31, 2024 are required to complete the ICSHAR course as a registration renewal requirement for 2025.

RMTs who initially registered with the College on or after January 1, 2024, have converted from Non-practising to Practising status on or after January 1, 2024, or who reinstated their registration with the College on or after

April 1, 2024 are not required to complete the ICSHAR course as a registration renewal requirement for 2025.

CCHPBC strongly encourages those RMTs for which the ICSHAR course is not a registration renewal requirement to complete the course at their earliest opportunity, as the ICSHAR course supports implementation of the ICSHAR Standard of Practice into practice.

In contrast to previous online courses, there is not an eight-week deadline to complete the ICSHAR course. RMTs will be able to complete the online course at any time between its launch in January until the deadline of October 31, 2024. Completion of the online course will be a registration renewal requirement for 2025.

There is no cost to RMTs for initial enrollment in the ICSHAR course. However, should an RMT not successfully complete the course by the October 31 deadline, a re-enrollment fee of \$75, in accordance with College Bylaws, will be applied to retake the course.

## **Course Completion Certificate**

- Upon successful completion of the course, you will be awarded a Certificate of Completion for your records.
- Follow the steps below to download your course completion certificate:
  - Log in to the Online Course Portal (Brightspace)
  - Select the "Awards" link in the top menu
  - In "My Awards", Select the "Completion Certificate" link
  - Select "Generate Certificate" to download your certificate and save a copy of the certificate on your device.

The certificate of course completion is for your records only.

RMTs may also choose to complete previous College-authored courses, including the following:

## **Documentation in Massage Therapy Practice course**

This course, launched in 2022, provides information to RMTs regarding documentation requirements found in Standards of Practice Page, Schedule 'E' of the Bylaws, Code of Ethics Page, and the [Personal Information Protection Act \(PIPA\)](#).

The learning objectives for this course are:

1. To implement CCHPBC's requirements for record-keeping and documentation into your massage therapy practice.
2. To understand the purpose of proper documentation, including the use of records as evidence.
3. To understand an RMT's responsibility for complying with privacy legislation, and the basic components and requirements of PIPA.

RMTs have eight weeks to complete the course and final exam from the day of payment. Payment of the \$75 course fee occurs in the [Registrant Portal](#).

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  - Select the "Awards" link in the top bar menu
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  - Select "Generate Certificate" to download your certificate and save a copy of the certificate on your device.

The certificate of course completion is for your records only.

## Code of Ethics & Practice Environment Standard of Practice course

This course, launched in 2021, provides essential information on the **Code of Ethics** and the **Practice Environment Standard of Practice**.

The learning objectives for this course are:

- To understand the Code of Ethics and use it as a guide in making consistently professional decisions as an RMT
- To ensure that your RMT practice meets the requirements outlined in the Practice Environment Standard of Practice.

RMTs have eight weeks to complete the course and final exam from the day of payment. Payment of the \$75 course fee occurs in the [Registrant Portal](#).

The final exam is based on primary resources that RMTs can refer to for practice guidance:

- **Code of Ethics**
- **Practice Environment Standard of Practice**

While additional resources are introduced in modules 1-5 of the course, the final exam assesses RMTs' knowledge of the practice environment standard and the Code of Ethics.

## **Boundaries Standard of Practice & Consent Standard of Practice course**

This course, launched in 2020, provides essential information on the **Boundaries Standard of Practice** and **Consent Standard of Practice Page**.

The Boundaries and Consent online course teaches you how to maintain professional boundaries in your massage therapy practice and how to obtain informed consent from your patients.

The learning objective is to provide you with working knowledge of CCHPBC's Boundaries Standard of Practice (Modules 1-4) and the Consent Standard of Practice (Modules 5-8), so you can make consistently good clinical decisions using some of the most important "non-technical" skills of your massage therapy practice.

RMTs have eight weeks to complete the course and final exam from the day of payment. Payment of the \$75 course fee occurs in the [Registrant Portal](#).

## **References and additional resources for the Boundaries & Consent course**

The final exam is based on primary resources that RMTs can refer to for practice guidance:

- **Boundaries Standard of Practice Section on the Website**
- **Consent Standard of Practice Section on the Website**
- **Code of Ethics Section Section on the Website**

While additional resources are introduced in modules 1-7 of the course, the final exam assesses RMTs' knowledge of the boundaries and consent standards, and the Code of Ethics.